MyPost Business Toolkit

How to use MyPost Business to save on sending[1]

Australia Post

Contents

All your sending needs in one place

MyPost Business is an account and online platform that offers a flexible way to send parcels for your business. It is suited to businesses who send less than 2,000 parcels a year.

Send more than 2,000 parcels a year? Find out about eParcel

Benefits at a glance

Volume-based savings on eligible sending[1]

One place to easily manage and track[2] your domestic and international shipments

Access MyPost Business online or through your local Post Office

Standard[3] and express[4] delivery speeds available

Import customer orders directly from your eBay store or bulk upload orders via a CSV file

TONY MORTEL, MORTELS SHEEPSKIN FACTORY

Send tracking notifications to customers[2]

Access 24/7 online chat[5]

Sign up for a MyPost Business account

How to save money on sending with MyPost Business[1]

MyPost Business gives you volume-based saving on eligible parcels. In other words, the more you send, the more you'll save.

Here's how it works

1. Use MyPost Business to send your parcels.

2. Send one qualifying parcel per week over an eight-week period to start saving.

3. Send more and save more – with five bands of savings.

Save up to 40% on Band 5 savings

Sending within the same city (under 5kg)

Save up to 35% on Band 5 savings

Sending internationally

MyPost Business savings bands

		Band 0	Band 1	Band 2	Band 3	Band 4	Band 5
		0–7 parcels in 8 weeks; OR	>8 parcels in 8 weeks; OR	>40 parcels in 8 weeks; OR	>80 parcels in 8 weeks; OR	>160 parcels in 8 weeks; OR	>320 parcels in 8 weeks; OR
		<49 parcels in 12 months	50–249 parcels in 12 months	250–499 parcels in 12 months	500–999 parcels in 12 months	1000–1999 parcels in 12 months	>2000 parcels in 12 months
Domestic							
Within same city (under 5kg)		Prices as per standard retail Domestic Post Charges.	10%	25%	30%	35%	40%
To other major cities (under 5kg)			5%	12%	16%	19%	20%
To rural areas (under 5kg)			0%	2%	3%	5%	5%
Assessed postage over 5kg			5%	10%	12.5%	15%	17.5%
Savings on Extra Cover			33.3%	33.3%	33.3%	33.3%	33.3%
International							
Zone 1	New Zealand	Prices as per standard retail International Post Charges.	20%	25%	30%	35%
Zone 2	China		15%	20%	25%	25%
	Rest of Asia		10%	15%	20%	20%
	Pacific Islands		7.5%	10%	12.5%	15%
Zone 3	USA & Canada	5%	15%	20%	25%	25%
Zone 4	UK & Ireland		15%	20%	25%	25%
	Major Europe		10%	15%	20%	20%
	Rest of World 1		7.5%	10%	12.5%	15%
Zone 5	Rest of World 2		7.5%	10%	12.5%	15%
Savings on Extra Cover			33.3%	33.3%	33.3%	33.3%	33.3%

Eligible and qualifying products to help you save

|	Eligible for % savings*	Qualify to count towards sending volume
MyPost Business Flat Rate satchels and boxes postage	✓	✓
Other Australia Post packaging (instore only)	✓	✓
Postage when using own packaging	✓	✓
International prepaid satchels – Standard/Express (instore only)	✓	✓
International Economy Air Parcels up to 2kg	✓	✓
International Standard assessed parcel postage (up to 20kg)	✓	✓
International Express assessed parcel postage (up to 20kg)	✓	✓
Domestic and International extra cover	✓	✗
Domestic letters with tracking – large C4 size only	✗	✓
Registered Post – large B4 size only	✗	✓
Postage not paid satchels and Express Post branded boxes (instore only)	✗	✓
Domestic prepaid satchels (instore only)	✗	✓
International Courier parcels	✗	✓
International Economy Sea parcels	✗	✓

* The following products are not eligible for savings and do not qualify to count towards sending volumes: Stamps, domestic and international letters, bulk mail lodgements, returns, prepaid satchels purchased online, all StarTrack products and services, add-on services such as Signature on Delivery, Postage purchased via postage meters or at self-service terminals, postage purchased via marketplaces such as eBay, Amazon, Farmhouse Direct and Good Spender.

How to save time on sending

There are lots of ways MyPost Business can save you time: from creating orders to labelling and importing all your orders at once from your online store.

Add a single order

1. Login and go to the Orders tab

2. Select 'Add an order'

3. Fill out the 'Send from' and 'Deliver to' details

4. Select if you want to send tracking notifications to the recipient

5. Add the parcel details

6. Select 'Save order' then 'Pay & print'

7. After payment, your orders will move to the History tab
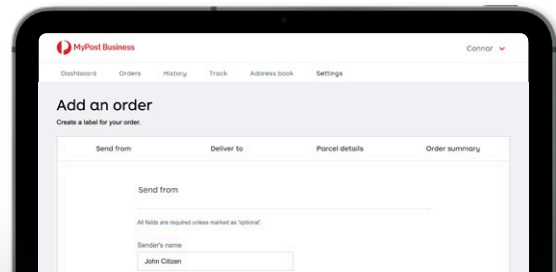
☑ Set as default sender address

☑ Save this address

Tip: If this is your first order, check the boxes 'Set as default sender address' and 'Save this address' to remember the details for next time

☑ Send tracking notifications to this recipient (optional)

Tip: Tracking is optional for domestic shipping. For international sending, tracking is automatically included in Express and Standard shipping. Learn how tracking works

"During our peak period, we were sending 150 orders a day. MyPost Business helps us get those out the door quicker, that's for sure."

STEPHANIE MORTEL,
MORTELS SHEEPSKIN FACTORY

"We were using MyPost Business from the start. It made it really quick and easy for us to manage our shipping."

AMMAR AND RASHID ROUMANI,
POD CO. COFFEE

## Import orders directly from your eBay store

Connecting MyPost Business to your eBay store is easy. And once connected, you'll be able to save time by importing your eBay orders directly into your Orders list.
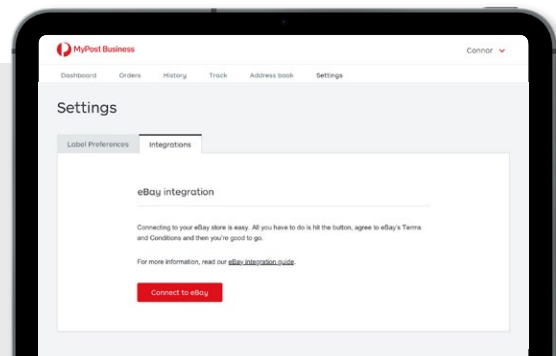
[How to connect to your eBay store](#)

Add bulk orders using a CSV file

One of the easiest and fastest ways to get order information from your online shop to MyPost Business, is to use a CSV file.
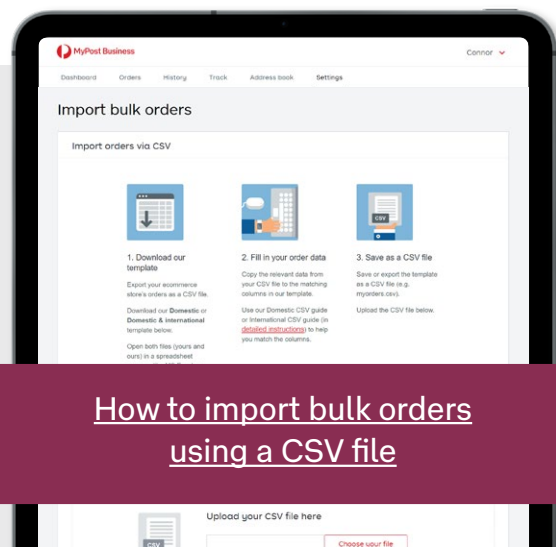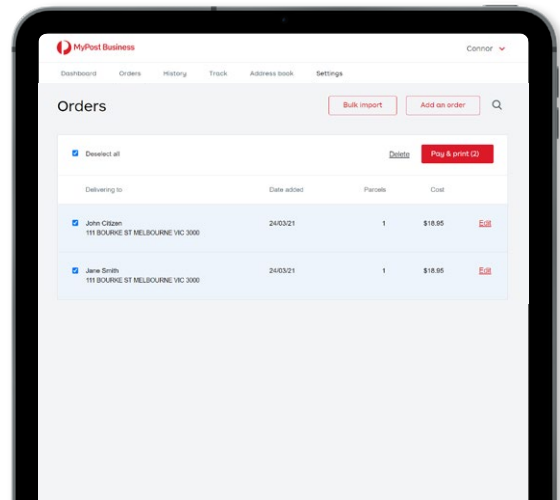
[How to import bulk orders using a CSV file](#)

## Pay & print multiple orders at once

You can also save time by paying and printing multiple orders at once.

1. From the Orders tab, select all the orders you want, then 'Pay & print'

2. Select 'Proceed to payment'

3. Enter your payment details and pay

4. After payment, your orders will move to the History tab

Set up your label printing preferences

1. Go to the Settings tab and select how many labels you want per page

2. Then select your Express Post settings and your International settings
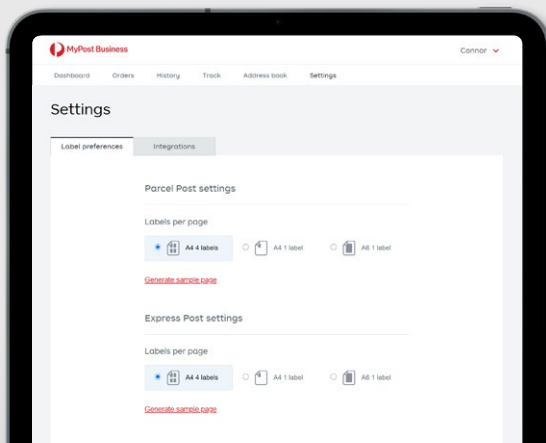
"It's really beautiful to watch orders increase while postage rates decrease, especially as we're now delivering Australia-wide."[1]

ELOISE HALL AND ISOBEL MARSHALL, TABOO

Send a parcel overseas

1. From the Orders tab, select 'Add an order'

2. Enter the 'Deliver to' information

3. Complete the customs declaration

4. Select 'Yes' for whether the contents have a commercial value

5. Enter 'Sale of goods' for the export reason

6. Declare the contents of your parcel and the material it's made of

7. Enter the 6-digit HS tariff code

8. Place your label in a plastic sleeve and attach to the parcel

9. Choose from one of our international parcel services

10. Select 'Save order'
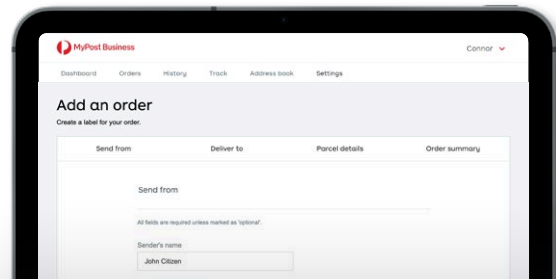
Tip: To make sure it's safe to send check the international post guide

Tip: When entering the 6-digit HS tariff code, each item needs to be declared separately

Your price will be based on your MyPost Business savings band, the parcel service you choose, parcel weight and the country you're sending to.

"Having customer details automatically download onto a shipping label… that saves us so much time."

REBECCA CHAN,
ARTISANALE CHOCOLATE

Save your QR code to your digital wallet

Add your MyPost Business QR code to your Apple Wallet or Google Pay app on your mobile. Your QR code can be found in the 'Send and Save' tab in MyPost Business.

Then if you're paying for postage at a Post Office, make sure you scan your MyPost Business QR code, so any savings are automatically applied to your account.
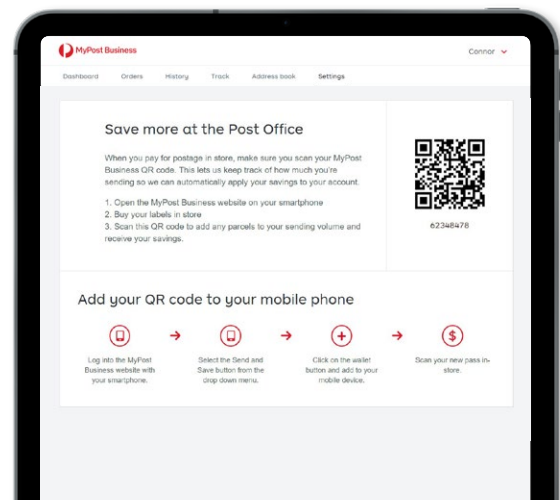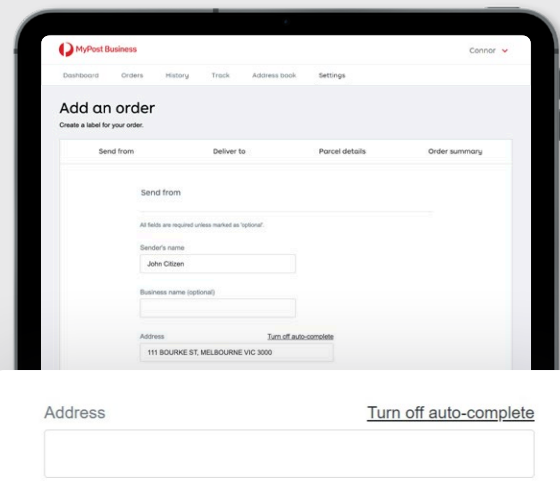
Other ways MyPost Business can help

Packaging

You can order packaging through MyPost Business. Go to the Packaging tab and you'll be connected to the Australia Post Shop. Select the items you want to purchase, proceed to payment and fill in your details to complete the transaction.
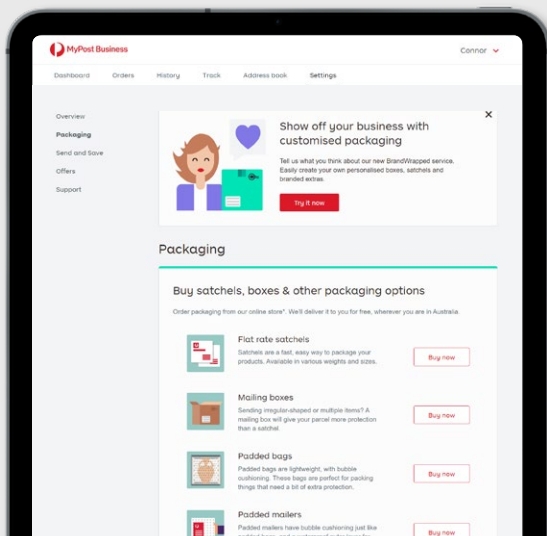
Address validation

Real-time address validation is turned on in MyPost Business by default to help your deliveries get to the right address first time. You can turn address validation off when you add an order, however if you make a mistake entering the address, it might take longer to deliver.

"MyPost Business is just so efficient. It saves us at least an hour every single day."[1]

ADAM KERRINS, THE SCENT LAB

Need help?

There are plenty of different ways to get the answers you need, right from the Support tab in MyPost Business.

24/7 live chat

Talk to a real person, any time[5] with live chat in MyPost Business.

Create an enquiry

Raise a support ticket for your issue, and we'll help you out.

Phone support

Prefer to talk on the phone? Request a call-back from our support team, available 8am – 6pm, Mon – Fri AEST.

Support videos

Watch videos to learn more about how MyPost Business works, international sending and more.

1. Freight savings are based on how many qualifying parcels you send over specific periods. You must have a MyPost Business account, use your account to pay for postage and meet the volume requirements over the relevant period for savings on certain products. Visit auspost.com.au/terms-conditions/send-and-save-terms-conditions for more information and eligible products.
2. Track events will vary depending on how the item is lodged and delivered. Read more about our tracking service at auspost.com.au
3. Estimated delivery time is between metro areas of major cities. Delivery timeframes will vary due to limited air capacity and flight cancellations. Where necessary, alternative routing by sea mail for parcels will be used. We anticipate that some delays and/or changes will impact all countries where services are not suspended. Excludes time in customs if applicable and may be subject to delay due to causes outside of Australia Post's control. For more information and the latest updates, visit our Coronavirus: International updates page at auspost.com.au/about-us/news-media/important-updates/coronavirus#international
4. Estimated next business day delivery is only available within the Express Post next business day delivery network. The national next business day delivery network operates between capital cities (excluding Darwin; and for Perth between CBDs only) and some major centres. Express Post guarantee temporarily suspended: Express Post is still available and will continue to be prioritised as the fastest option for customers, but may not always meet the next business day standard. For more information, visit our Coronavirus: delays & other impacts page. auspost.com.au/about-us/news-media/important-updates/coronavirus
5. Online chat support is available 24/7, excluding national public holidays.

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